

February 22, 2012

To: Executive Board

Subject: **Performance Indicators Fiscal Year 2013 – 2<sup>nd</sup> Quarter Report**

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### **Recommendation**

Receive and file the Fiscal Year 2013 – 2<sup>nd</sup> Quarter Performance Indicators Report.

### **Summary**

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses, contractor reported data, and financial performance data.

Year-to-date the following five of nine indicators were met: Average Hold Time, Average Miles Between Service Interruptions, Average Weekday Boardings, Average Cost per Vehicle Service Hour and Farebox Recovery Ratio.

For the month of December, five of nine performance indicator targets were met. Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded through December 2012 was 6,994,849. This is a 2.08 percent increase compared to December 2011 year-to-date ridership.
- **Fare Revenue** – Total fare revenue through December 2012 was \$9,387,313. This is an improvement of 1.19 percent over December 2011 year-to-date revenue levels.
- **Operating Expenses** – Total operating expenses through December 2012 were \$31,297,785 resulting in an average cost per service hour of \$89.57.
- **Accidents** – There were 58 preventable accidents through December 2012, producing an average of 0.80 preventable accidents per 100,000 miles.
- **Customer Complaints** – Foothill Transit recorded an average of 13.52 complaints per 100,000 boardings through December.
- **Schedule Adherence** – The December 2012 year-to-date schedule adherence average shows 71.3 percent of all trips surveyed on-time. Last year at this time, on-time performance was tracked manually at 82.4 percent through December 2011.

## Analysis

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

### Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

In December, Foothill Transit achieved five of nine key performance indicator targets. The performance targets not achieved in December are Preventable Accidents per 100,000 miles, Schedule Adherence, Boardings per Vehicle Service Hour, and Average Weekday Boardings. Year-to-date, five of nine indicators have been achieved. Boardings per Vehicle Service Hour and Average Weekday Boardings are derived from overall ridership. Both of these indicators dropped in December because the number of riders declined due to the holiday season and gas prices fell below prior months' levels. Average Weekday Boardings year-to-date is on target. It is important to note that for the second consecutive month the target for Complaints per 100,000 boardings has been met. Typically, complaints correlate with schedule adherence and with modest improvement in on-time performance the number of complaints has dropped.

Attachment A includes a summary of system goals and their respective performance indicators.

### Total Boardings and Total Revenues

With the December 2012 schedule change, Foothill Transit added 18 trips to Line 699 (commuter service from Montclair to Downtown Los Angeles) and 21 weekday trips to the Silver Streak. Total boardings in December 2012 were 1,049,741, bringing overall boardings to 6,994,849 year-to-date. This is a 3.23 percent increase compared to December 2011 ridership and a 2.08 percent improvement over the December 2011 year-to-date numbers. Ridership historically drops in December, making the increased boardings this month noteworthy. Foothill Transit continues to work with L.A. Metro to increase boardings on the Silver Streak and educate riders about their ability to use Metro passes on Silver Streak service. During the December service change 18 additional trips were added to Line 699 and 21 additional Silver Streak trips were added. These added trips are funded through the Los Angeles County ExpressLanes project.

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Total fare revenue for December 2012 was \$1,585,514. This is an improvement of 10.27 percent over December 2011 revenue levels. Year-to-date fare revenue through December was \$9,387,313. This is an improvement of 1.19 percent over December 2011 year-to-date fare revenue.

Total operating expenses for the month were \$5,357,514, which is an increase of 6.64 percent over December 2011 expenditures. Year-to-date expenditures are 2.48 percent above December 2011 year-to-date expenditures.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

**Goal #1 – Operate a Safe Transit System** – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.60 preventable accidents per 100,000 miles for this fiscal year. In December 2012 there were 10 preventable accidents, producing an average of 0.94 preventable accidents per 100,000 miles for the month. Year-to-date, preventable accidents occur at a rate of 0.8 per 100,000 miles. Since the number of miles driven is generally consistent from month to month, one additional accident can lead to a large change in the ratio of accidents per 100,000 miles. Foothill Transit is continuing to work with our operations contractor to identify preventable accident trends and reduce occurrences.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

**Goal #2 – Provide Outstanding Customer Service** - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

Complaints per 100,000 Boardings

In December a total of 9.62 complaints per 100,000 boardings were recorded. This is a decrease of 7.97 percent from December 2011. Local lines accounted for approximately two-thirds of complaints. Fifteen percent of complaints were attributable to schedule adherence. Year-to-date, Complaints per 100,000 Boardings is 13.52. As on-time performance has shown gradual improvement over recent months, schedule related complaints have shown a gradual decline. Work is being done to further refine published schedules with the goal of further improving on-time performance.

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Attachment D provides a summary of Complaints per 100,000 Boardings.

### Schedule Adherence

Foothill Transit has adopted a goal of 90% Schedule Adherence for this fiscal year. In December 2012 the agency achieved an average 71.3 percent on-time performance across all lines. Foothill Transit has worked very closely with its contractors this past month to ensure that buses are leaving the operating facilities on time, and to increase the number of supervisors visibly out in the field patrolling routes at any given time. This enforcement has led to more trips commencing on time. Our operations contractor has also begun utilizing their administrative staff to conduct field research and analysis on a line-by-line basis to determine where along the route service is underperforming. This more highly focused effort in collaboration with members of Foothill Transit's administrative team is targeted to improve on-time performance over the coming months.

### Average Hold Time

Data available from the phone systems at our five Transit *Stores* and our administrative office allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 42 seconds during December 2012 is below the performance target of 45 seconds. The Transit *Store* management team continuously monitors the call queue to ensure calls are being answered in an efficient and timely manner. Year-to-date average hold time through December is 42 seconds.

Attachment F provides a summary of Average Hold Time.

### Average Miles between Service Interruptions

In December, Foothill Transit averaged 16,959 miles between service interruptions. This is above the fiscal year target of 15,000 miles. Year-to-date average miles between service interruptions are currently 15,128, which is 46.64 percent lower than the previous fiscal year. Members of Foothill Transit's administrative team are continuing to work with the operations contractor to ensure consistently accurate categorization of service interruptions.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

**Goal #3 – Operate an Effective Transit System-** Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

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Boardings per Vehicle Service Hour and Average Weekday Boardings.

The agency averaged 17.7 boardings per vehicle service hour in December 2012. This is 2.75 percent less than December 2011. Average weekday boardings in December are nearly identical to last year's. December 2012 averaged 42,634 boardings per weekday, compared to 42,397 in December 2011. The slight decrease in boardings per vehicle service hour can be attributed to the fact that Foothill Transit operated more service hours this month than December last year, while average weekday boardings remained nearly the same. Year-to-date, Average Weekday Boardings is 47,340, which meets Foothill Transit's target.

Attachment H shows the trend of for Boardings per Vehicle Service Hour. Attachment I, Average Weekday Boardings, shows the trend of this indicator.

**Goal #4 – Operate an Efficient Transit System-** Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in December 2012 was \$90.45. While this is nearly six percent more than December 2011, it should once again be noted that Foothill Transit operated five percent more vehicle service hours than last year. Year-to-date average cost per vehicle service hour remains below the target of \$99.22 at \$89.57.

Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

Farebox Recovery Ratio

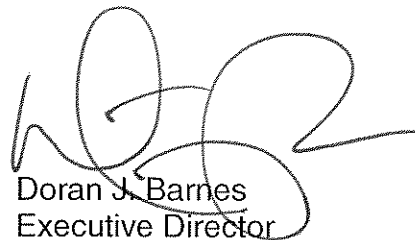
The December 2012 farebox recovery ratio was 29.59 percent, just slightly above the year-to-date ratio of 28.8 percent. This is a 5.61 percent increase from December 2011. Year-to-date farebox through December 2011 was 28.74 percent. The farebox recovery ratio has increased because the agency's fare revenues have increased at a greater rate than its operating expenses.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,



Joseph Raquel  
Director of Planning



Doran J. Barnes  
Executive Director

Attachments

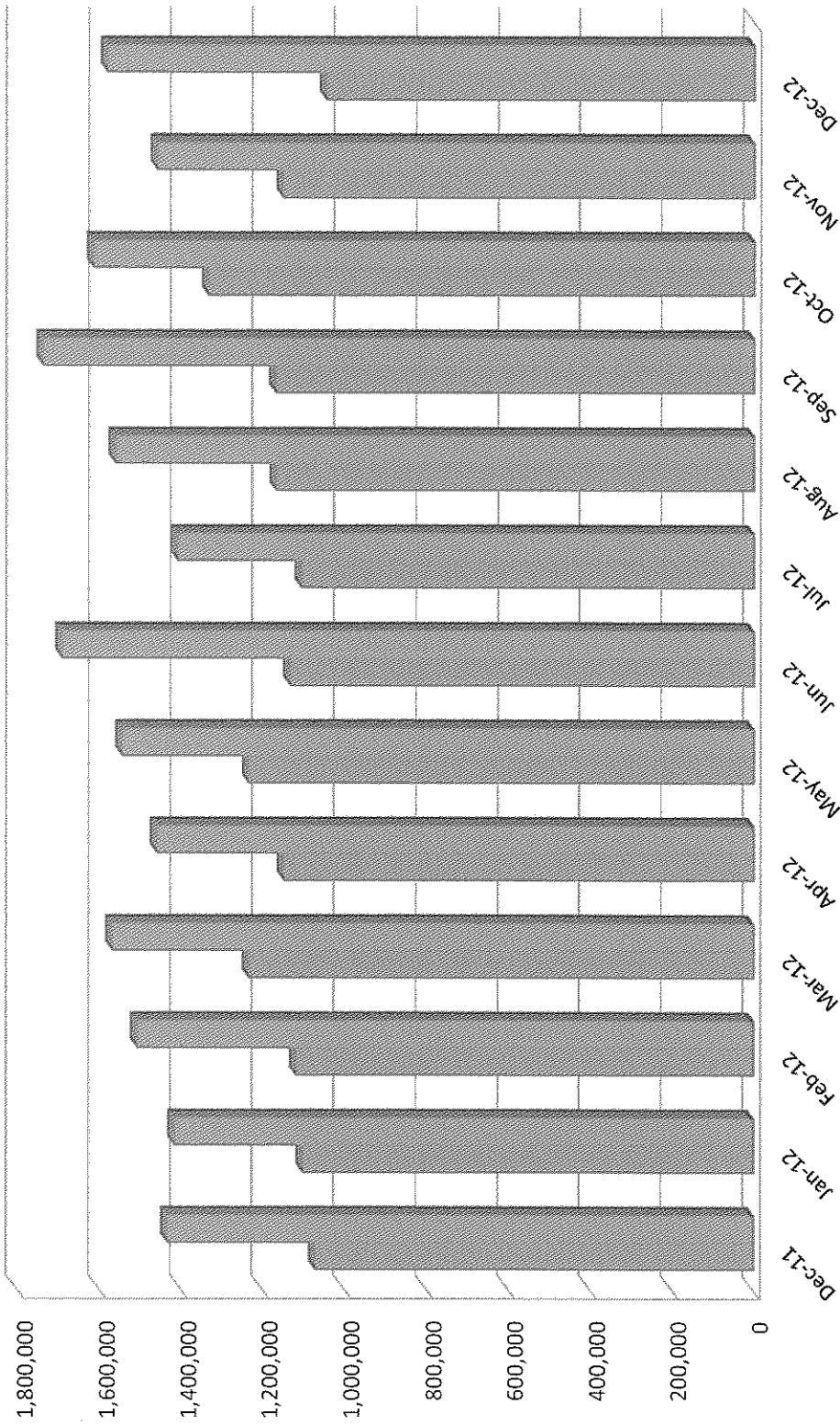


Attachment A: Key Indicators Report  
December-12

Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 13 Year to Date	YTD Meets/Exceeds	FY 12 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,049,741	N/A	1,016,878	3.23%	N/A	6,994,849	N/A	6,851,998	2.08%
	Vehicle Service Hours		59,238	N/A	56,024	5.74%	N/A	357,798	N/A	337,369	6.06%
	Total Fare Revenue	B	\$ 1,585,514	N/A	\$1,437,850	10.27%	N/A	\$9,387,313	N/A	\$9,276,836	1.19%
	Total Operating Expense		\$5,357,879	N/A	\$5,024,360	6.64%	N/A	\$31,297,765	N/A	\$30,539,208	-2.48%
Safe Transit System	Preventable Accidents per 100,000 Miles	C	0.94		0.37	152.96%	0.60	0.80		0.31	-61.36%
	Complaints per 100,000										
Provide Outstanding Customer Service	Boardings	D	9.62	X	7.97	-20.72%	10.5	13.52		8.76	-54.39%
	Schedule Adherence	E	71.3%		82.5%	-13.58%	90%	71.3%		82.4%	-13.47%
	Average Hold Time	F	0:42	X	0:16	-162.50%	0:45	0:42	X	0:24	-77.08%
	Average Miles Between Service Interruptions	G	16,959	X	41,338	-58.97%	15,000	15,128	X	28,349	-46.64%
Operate an Effective Transit System	Boardings per Vehicle Service Hour	H	17.7		18.2	-2.75%	20.1	18.7		20.3	-8.13%
	Average Weekday Boardings	I	42,634		42,397	0.56%	46,000	47,340	X	45,714	3.56%
Operate an Efficient Transit System	Average Cost per Vehicle Service Hour	J	\$90.45	X	\$85.42	-5.89%	\$99.22	\$89.57	X	\$88.46	-1.25%
	Farebox Recovery Ratio	K	29.59%	X	28.02%	5.61%	26.76%	28.80%	X	28.74%	0.22%

Attachment B

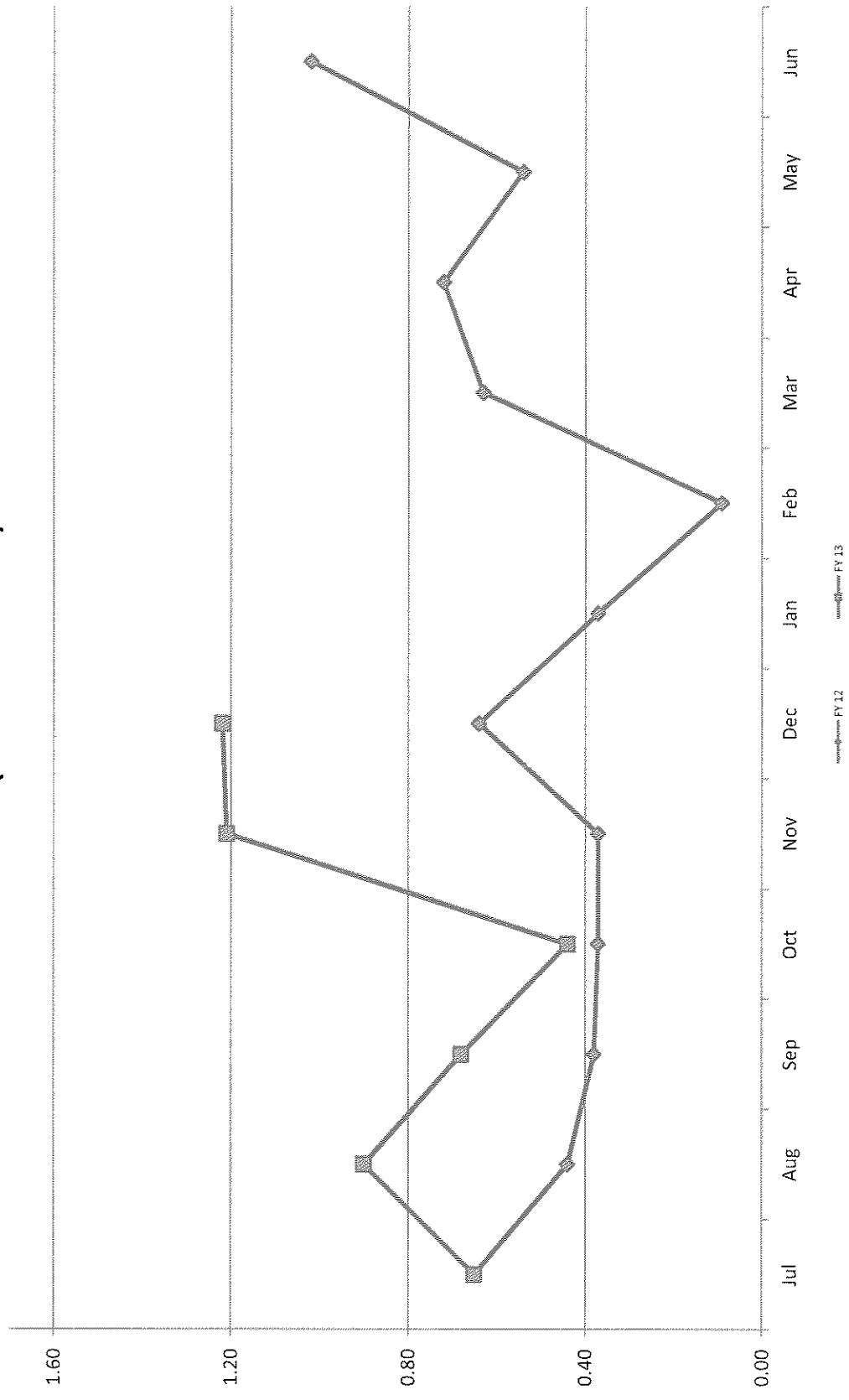
Attachment B: Total Boardings vs. Total Revenues



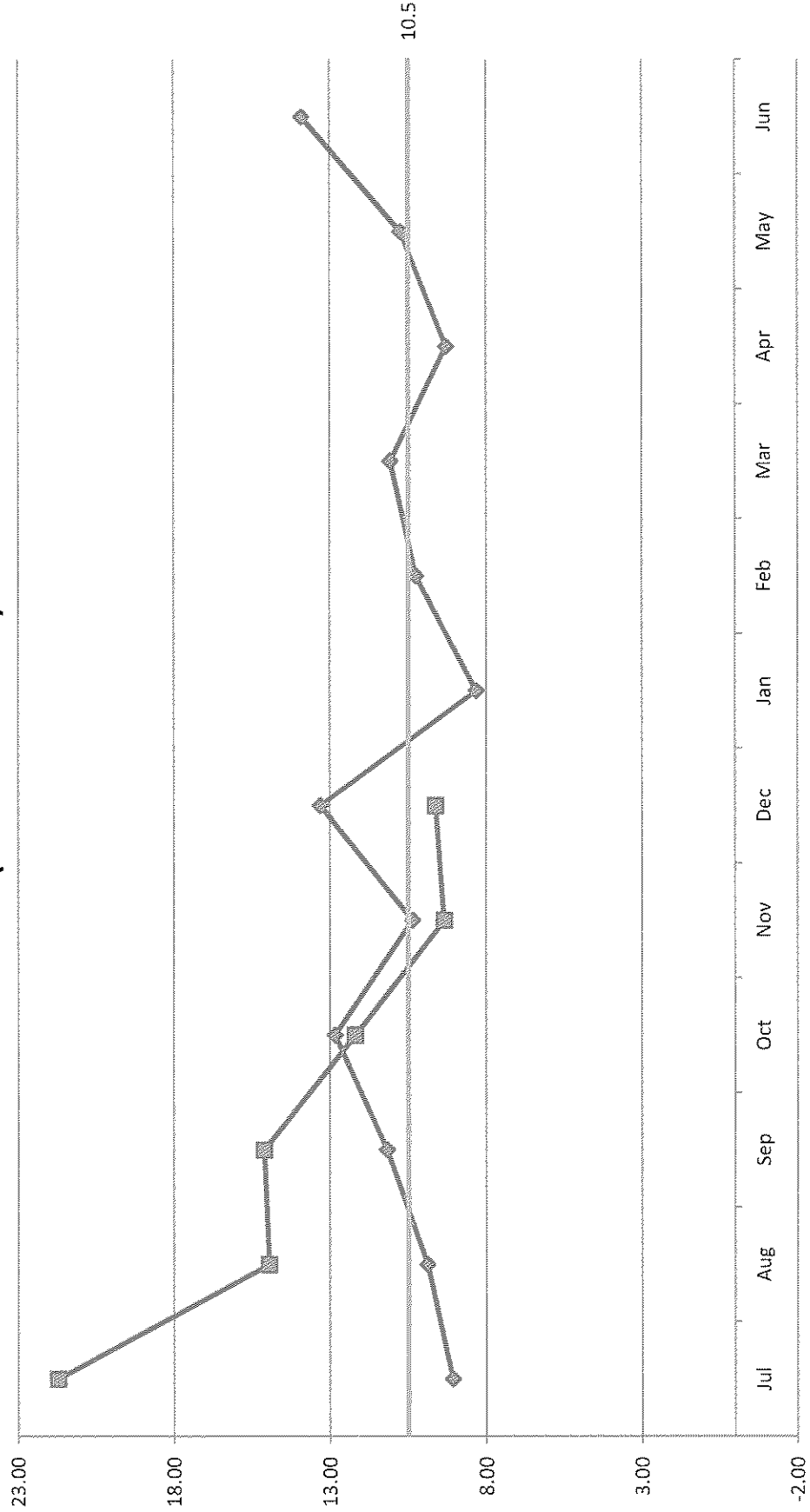
	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12
Boardings	1,075,173	1,105,137	1,121,948	1,238,135	1,152,487	1,238,863	1,136,981	1,108,908	1,171,679	1,172,177	1,337,289	1,155,055	1,049,741
Revenue	\$1,437,850	\$1,420,704	\$1,511,667	\$1,572,799	\$1,463,875	\$1,548,657	\$1,695,542	\$1,413,122	\$1,565,433	\$1,741,912	\$1,618,402	\$1,462,929	\$1,585,514



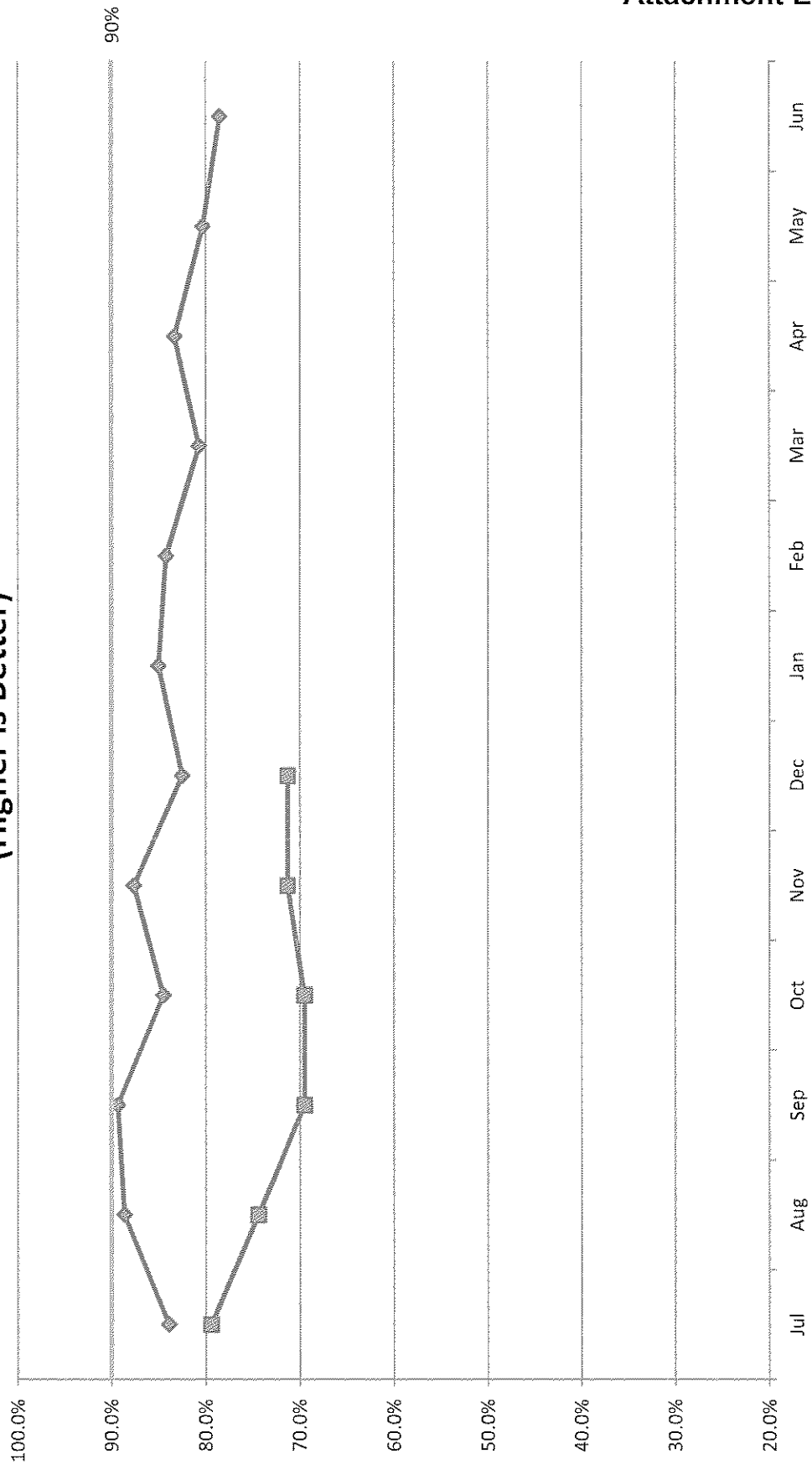
Attachment C: Preventable Accidents per 100,000 Miles  
(Lower is Better)



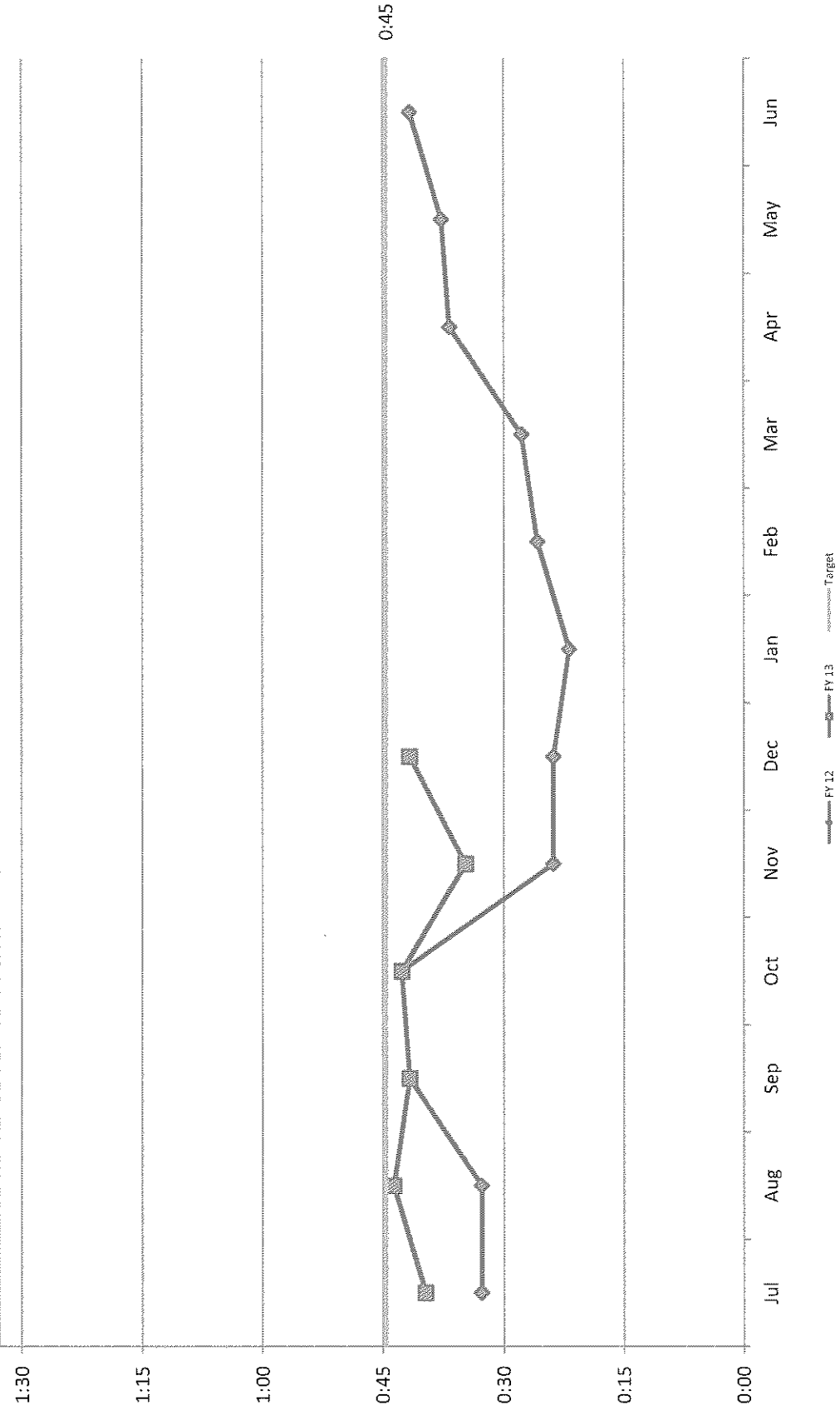
# Attachment D: Complaints per 100,000 Boardings (Lower is Better)



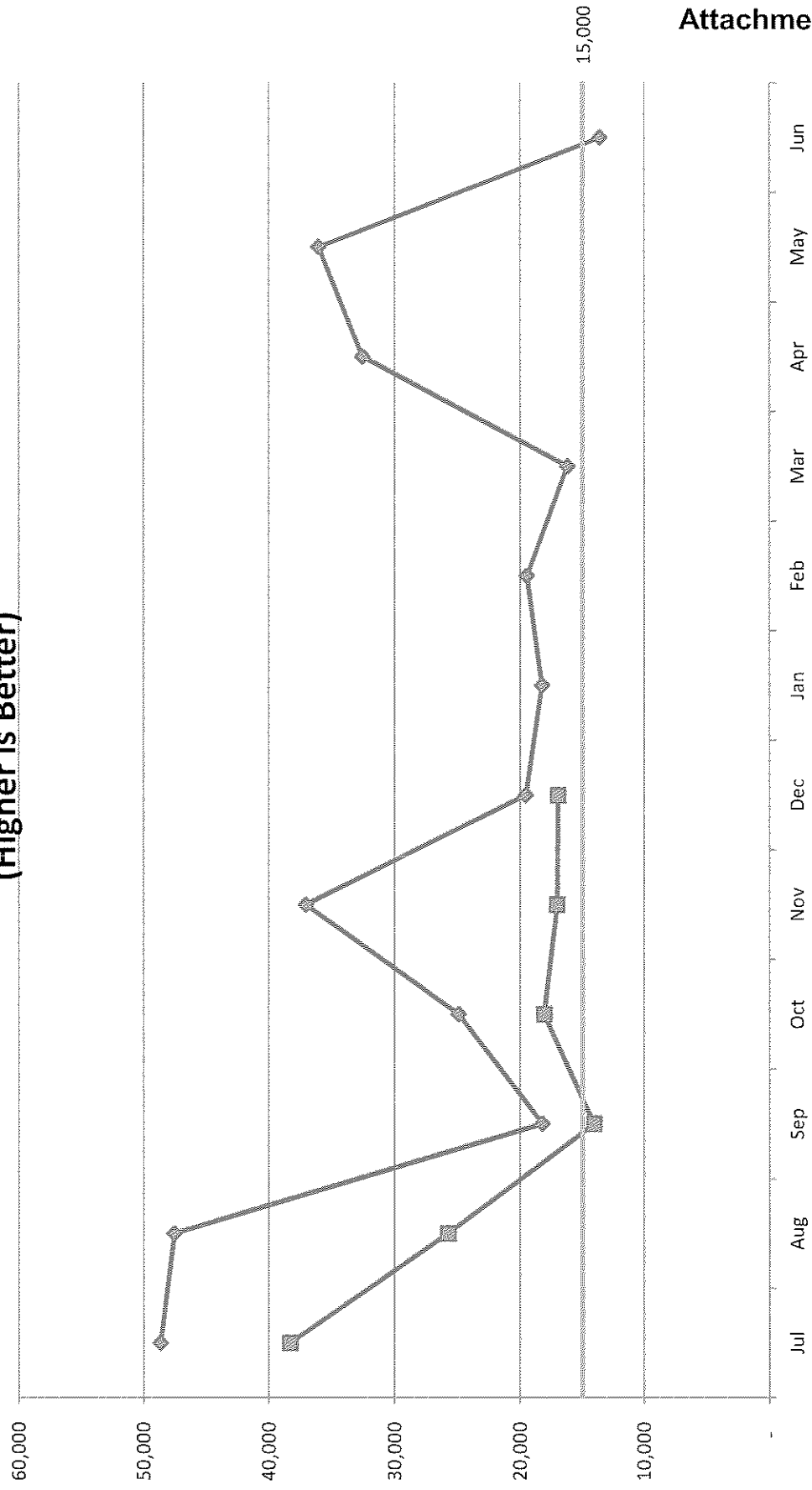
Attachment E: Schedule Adherence  
(Higher is Better)



# Attachment F: Average Hold Time (Lower is Better)

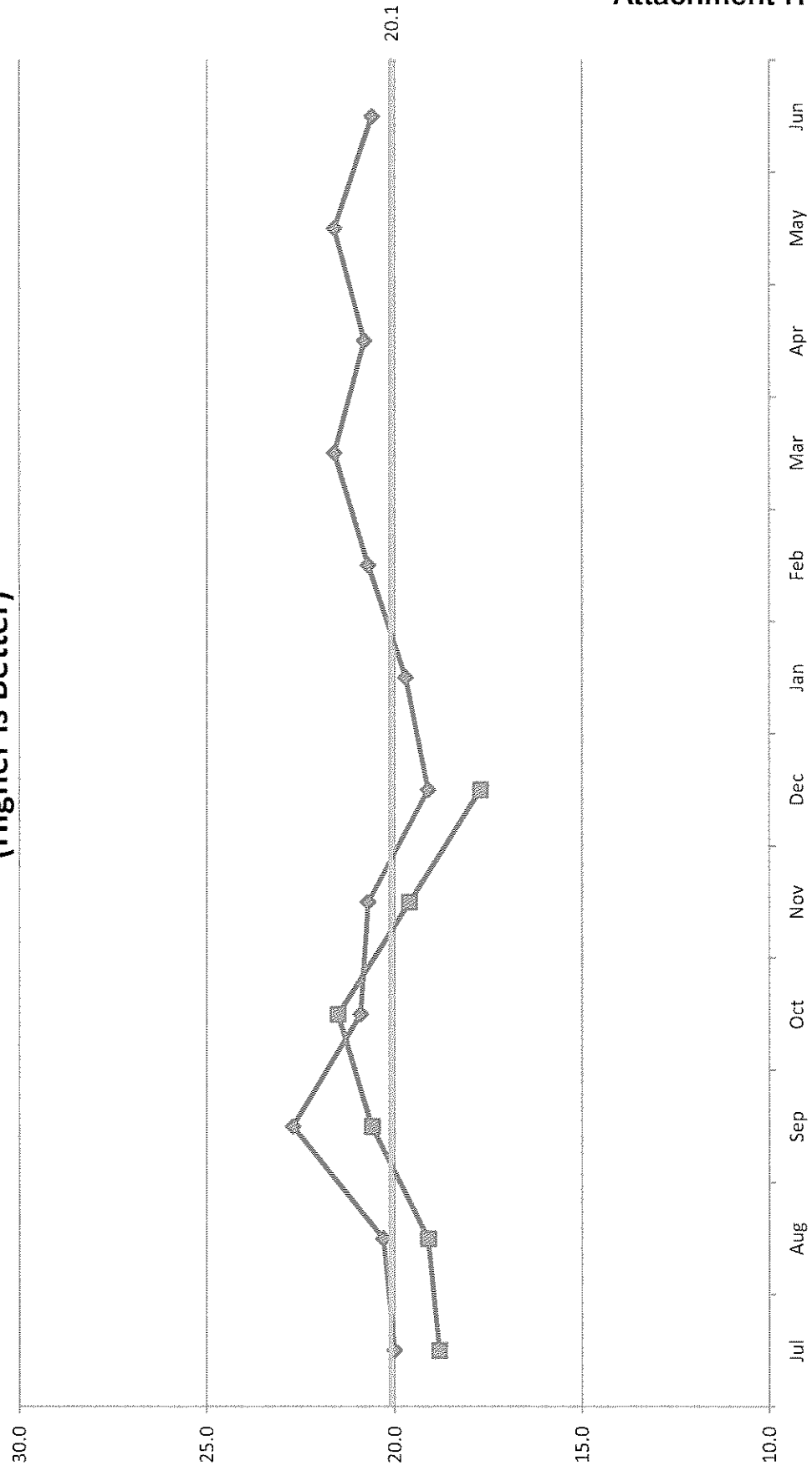


# Attachment G: Average Miles Between Service Interruptions (Higher is Better)

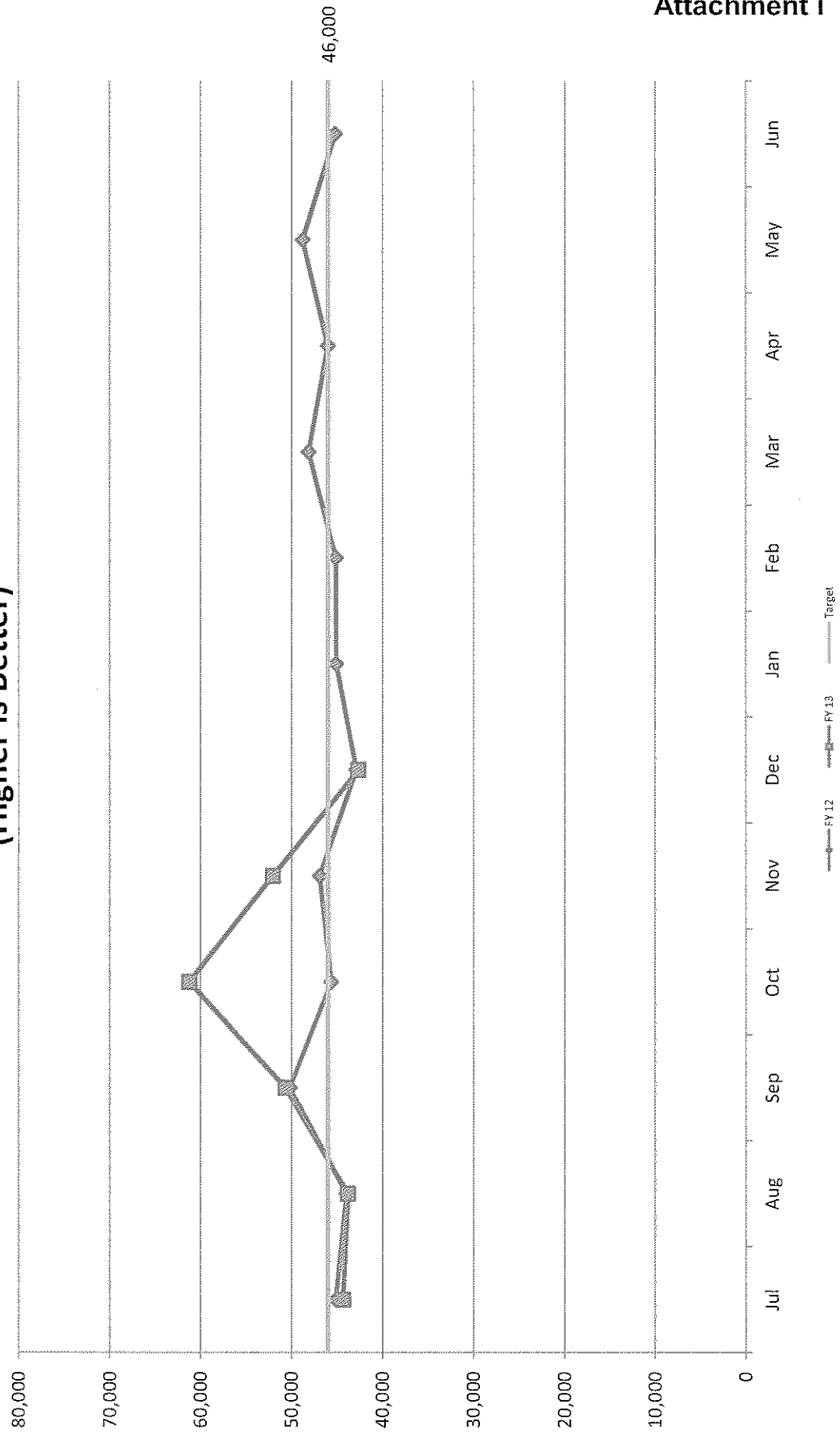


Attachment G

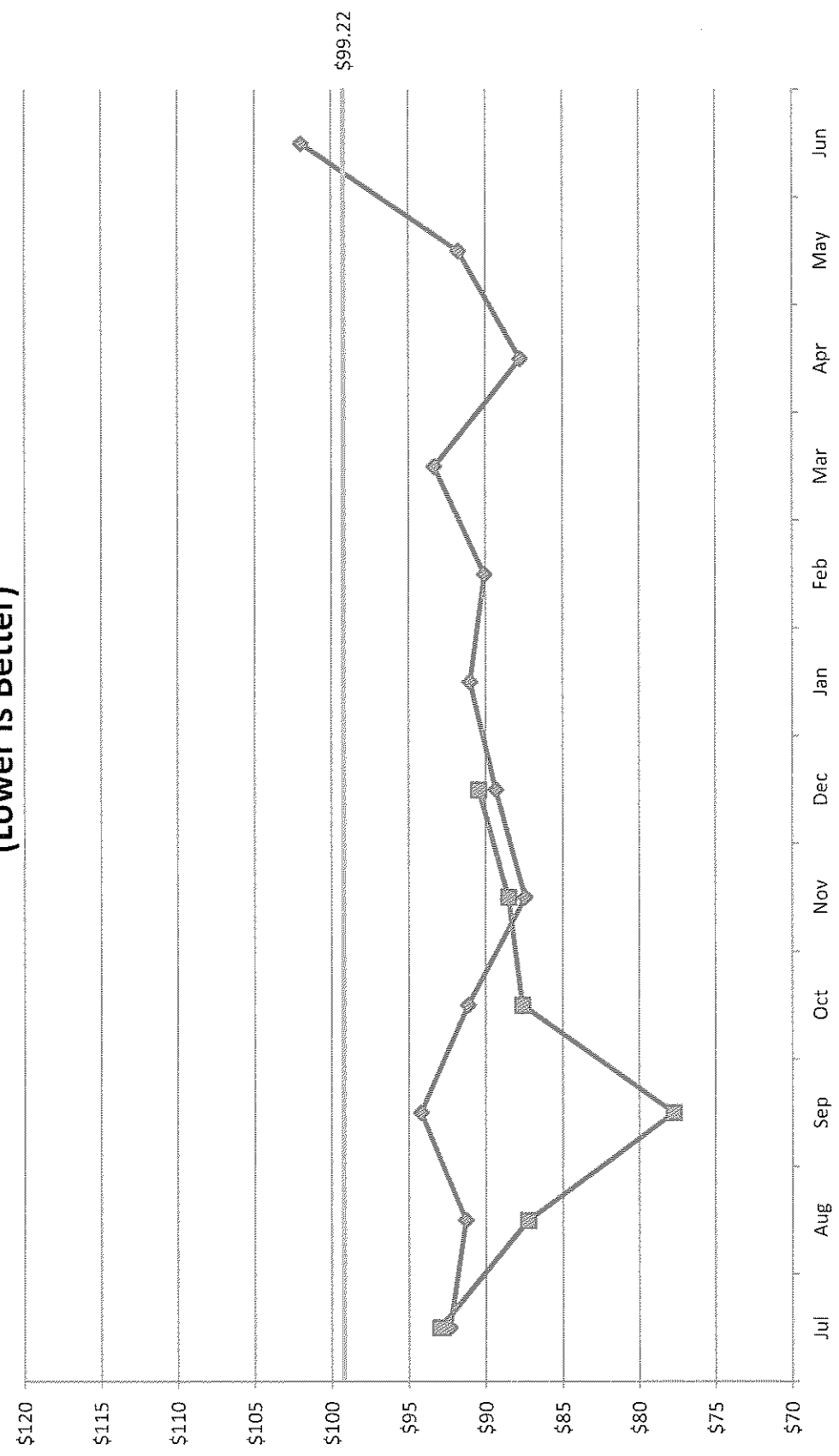
## Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



## Attachment I: Average Weekday Boardings (Higher is Better)

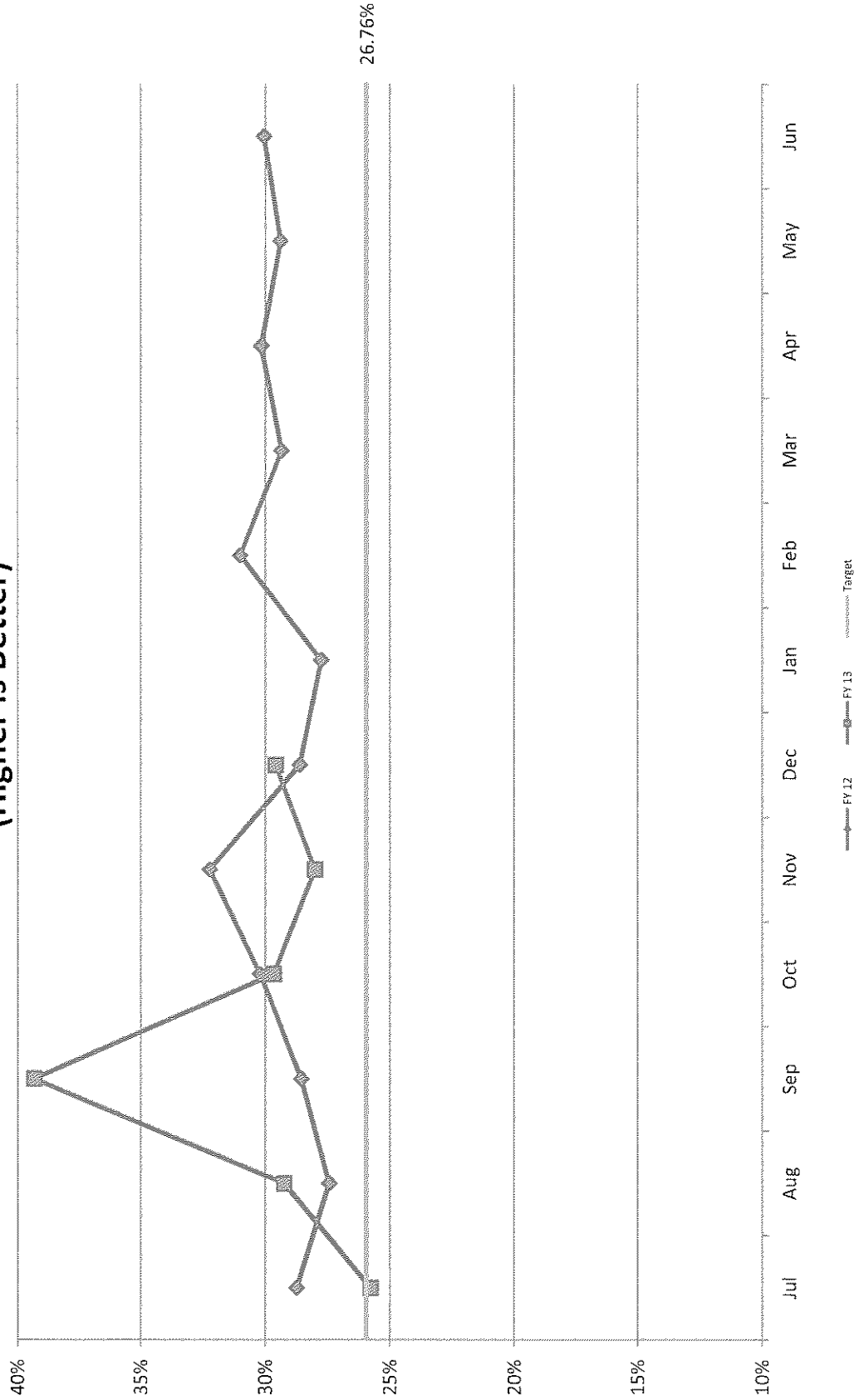


# Attachment J: Average Cost per Vehicle Service Hour (Lower is Better)





# Attachment K: Farebox Recovery Ratio (Higher is Better)



Attachment L: Operations Report - Total System  
December-12

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 13 Year to Date	YTD Meets/Exceeds	FY 12 Year to Date	% Improvement
Average Fare per Boarding	\$1.51	\$1.32	14.42%	\$1.32	\$1.34	X	\$1.32	1.67%
Average Cost per Boarding	\$5.10	\$4.71	-8.37%	\$4.93	\$4.47	X	\$4.36	-2.62%
Average Subsidy per Boarding	\$3.59	\$3.39	-6.01%	\$3.61	\$3.13	X	\$3.04	-3.04%
Total Vehicle Miles	1,072,273	1,074,862	-0.24%	N/A	6,482,004	N/A	6,435,234	0.73%
Vehicle Service Miles	834,349	836,119	-0.21%	N/A	5,037,608	N/A	4,999,751	0.76%
Total Vehicle Hours	70,243	66,265	6.00%	N/A	425,270	N/A	396,717	7.20%
In-Service Speed	14.1	14.9	-5.47%	N/A	14.1	N/A	14.8	-4.87%
Boardings per Vehicle Service Mile	1.39	1.22	13.86%	N/A	1.39	N/A	1.37	1.35%